

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**

Freightliner Dealers – U.S. and Canada  
Western Star and Sterling Dealers – U.S. and Canada  
FCCC Dealers – U.S. and Canada  
Thomas Built Buses Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada  
Detroit Diesel Distributors  
Export Distributors

Daimler Truck North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

If you have questions about this letter, please submit your inquiry using the **WSC app on the DTNA Portal**.

REF #: ICI24-005

Effective: 02/07/2024

Release: 02/07/2024

**SUBJECT: FL991 Interim Owner Notice**

This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL991 ~ Business Class M2 Shift Control*. The interim notices were mailed on 02/06/2024. A copy follows for your reference. A French translation is also provided below.

**This notice is for your information only. There is no action for customers or dealers to take.** If customers inquire, please refer them to the interim notice.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

REF #: ICI24-005

Effective: 07/02/2024

Release: 07/02/2024

**SUBJECT: FL991 Avis de propriétaire intérimaire**

Cette lettre a pour but de vous informer qu'un avis de rappel intermédiaire est envoyé aux clients concernés pour le rappel FL991~ Commande de changement de vitesse M2 en classe affaires. Les avis intérimaires ont été postés le 02/06/2024. Une copie suit pour votre référence. Une traduction française est également fournie ci-dessous.

Cet avis est uniquement destiné à votre information. Il n'y a aucune mesure à prendre pour les clients ou les concessionnaires. Si les clients posent des questions, veuillez les renvoyer à l'avis intermédiaire.

Si vous avez des questions ou avez besoin de plus d'informations, contactez le service des campagnes de garantie en soumettant une demande via le lien WSC sur DTNAConnect.

**IMPORTANT SAFETY RECALL**  
**This notice applies to your vehicle, see enclosed VIN list**

**February 2024**  
**FL991-AB**  
**Interim Recall Notice**  
**NHTSA #23V-895**

**Subject: Business Class M2 Shift Control**

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Truck Division, has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2024 Freightliner Business Class M2 vehicles manufactured April 3, 2023, through October 12, 2023.

On affected vehicles, the transmission does not contain a park pawl but may have been built with an incorrect transmission shifter that contains a park position (PRNDL). When shifted into the park position, the vehicle remains in neutral and, if the part brake is not set, the vehicle may rollaway, which can increase the risk of a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming repair to correct the issue noted above. A Daimler Truck remedy is currently under development. In the interim, always apply the Parking Brake before exiting the vehicle. Repairs will be performed free of charge by Daimler Truck North America authorized service facilities. **There is no action for you to take at this time.**

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the Recall for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <http://www.nhtsa.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT  
Enclosure

**Daimler Truck  
North America LLC**

Daimler Truck North America LLC  
Warranty Campaigns Department  
P.O. Box 4090  
Portland, OR 97208-4090  
800.547.0712 Phone

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle(s), see enclosed VIN list.**

**February 2024**

**FL991-AB**

**Interim Recall Notice**

**TC #2023-703**

### **Subject: Business Class M2 Shift Control**

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Truck Division, has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2024 Freightliner Business Class M2 vehicles manufactured April 3, 2023, through October 12, 2023.

On affected vehicles, the transmission does not contain a park pawl but may have been built with an incorrect transmission shifter that contains a park position (PRNDL). When shifted into the park position, the vehicle remains in neutral and, if the part brake is not set, the vehicle may rollaway, which can increase the risk of a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming repair to correct the issue noted above. A Daimler Truck remedy is currently under development. **In the interim, always apply the Parking Brake before exiting the vehicle.** Repairs will be performed free of charge by Daimler Truck North America authorized service facilities. **There is no action for you to take at this time.**

A second notice will inform you when the final, **free remedy** is available. **When you receive the second notice,** please contact your authorized Daimler Truck North America dealer to schedule the repair for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimlertruck.com](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT  
Enclosure

**Daimler Truck  
North America LLC**

**RAPPEL DE SÉCURITÉ IMPORTANT**

**Le présent avis s'applique à votre (vos) véhicule (s), voir la liste des NIV ci-jointe.**

**Février 2024**

**FL991-AB**

**Avis provisoire de rappel**

**TC #2023-703**

**Objet: Contrôle des quarts de travail de catégorie affaires M2**

Le présent avis vous est envoyé conformément aux exigences de la Loi sur la sécurité automobile.

La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Daimler Truck North America LLC (DTNA), au nom de sa division des camions Freightliner, a décidé qu'il existe un défaut lié à la sécurité des véhicules automobiles sur certains véhicules Freightliner Business Class M2 de l'année de modèle 2024 fabriqués du 3 avril 2023 au 12 octobre 2023.

Sur les véhicules touchés, la boîte de vitesses ne contient pas de cliquet de parc, mais peut avoir été construite avec un levier de vitesses incorrect qui contient une position de stationnement (PRNDL). Lorsqu'il est déplacé en position de stationnement, le véhicule demeure au point mort et, si le frein de pièce n'est pas réglé, le véhicule peut rouler, ce qui peut augmenter le risque d'accident.

Il s'agit du premier de deux avis que vous recevrez à ce sujet. La présente vise à vous informer d'une réparation à venir pour corriger le problème susmentionné. Un recours contre le camion Daimler est en cours d'élaboration. Entre-temps, toujours appliquer le frein de stationnement avant de sortir du véhicule. Les réparations seront effectuées gratuitement par les installations de service autorisées par Daimler Truck North America. **Il n'y a aucune mesure à prendre pour le moment.**

Un deuxième avis vous informera lorsque le **recours final et gratuit** sera disponible. **Lorsque vous recevez le deuxième avis**, veuillez communiquer avec votre concessionnaire autorisé Daimler Truck North America pour planifier la réparation de votre véhicule.

Si vous n'êtes pas propriétaire du véhicule correspondant au (x) numéro (s) d'identification figurant sur l'avis de rappel, veuillez retourner l'avis à la garantie Campagnes Department avec tous les renseignements que vous pouvez fournir qui nous aideront à localiser le propriétaire actuel. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez cet avis au locataire dans les 10 jours. Si vous êtes un fabricant subséquent, la loi fédérale exige que vous transmettiez cet avis à vos distributeurs et points de vente au détail dans un délai de cinq jours ouvrables.

Si vous avez des questions au sujet de ce rappel, veuillez communiquer avec le Service des campagnes de garantie au (800) 547-0712, de 7 h à 16 h, heure du Pacifique, du lundi au vendredi, à l'adresse courriel [DTNA.Warranty.Campaigns@Daimlertruck.com](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). Pour toute autre question, vous pouvez communiquer avec le Centre d'assistance à la clientèle au (800) 385-4357. Si vous avez des préoccupations en matière de sécurité relativement à ce rappel, vous pouvez communiquer avec Transports Canada — Sécurité des véhicules automobiles au 80, rue Noël, Gatineau (Québec) J8Z 0A1 ou téléphoner au (800) 333-0510.

Nous regrettons tout inconvénient que cette mesure pourrait causer, mais nous sommes certains que vous comprenez notre intérêt pour la sécurité des véhicules automobiles.